

Frequently Asked Questions: Step Wage Increase – Volume II

Step Wage Increases

Please read more about step wage increases in the first edition of **Frequently Asked Questions: Step Wage Increase** found here:

<https://bit.ly/ProviderSTEPSFAQ>

Homecare workers (HCWs), personal support workers (PSWs), and personal care attendants (PCAs) now receive a higher wage for every 2,000 hours worked. In general, providers are placed on a step that matches the number of hours worked by counting hours worked since January 1, 2023. Each step equals a different wage rate.

The next look back period is December 31, 2024.

HCWs and PCAs: Wages will be adjusted on the first day of the 1/12/25-1/25/25 pay period.

PSWs: All PSW wages will automatically adjust to align with the Collective Bargaining Agreement Step Pay Scale starting with the 1/16/25 -1/31/25 pay period. Any increase in a PSW's step will also be applied starting with first pay period 1/16/25 to 1/31/25.

What are the steps?

Appendix A of the 2023-2025 Collective Bargaining Agreement has a table that shows the steps.

Step	Hours worked and accumulated since January 1, 2023	July 1, 2024 Hourly Rate	Jan. 1, 2025 Hourly Rate
1	0 and less than 2000	\$19.50	\$20.00

2	2000 and less than 4000	\$20.50	\$21.00
3	4000 and less than 6000	\$21.50	\$22.00
4	6000 and less than 8000	\$22.50	\$23.00
5	8000+	\$23.50	\$24.00

What hours count toward steps?

Every 2,000 regular hours worked count toward each step increase. Overtime hours do not count. Historical time entries submitted after the look back period (12/31/24) do not count until the next lookback period.

If someone works as more than one provider type (HCW, PSW, PCA), are all the hours they work added together to determine their step?

No. Hours are not added together. This means, if an individual works 1,000 hours as a HCW and 1,000 hours as a PSW (or PCA), they still only qualify for the first step.

However, if a provider works across programs, they will receive the highest wage for each provider type (provider number) based on the regular hours worked going back to Jan. 1, 2023. For instance, if someone is an HCW and they worked 1,900 hours going back to Jan 1, but as a PSW (or PCA), they worked 2,020, they would be placed on step 2.

I'm a PSW and have a differential. Why does My Step on eXPRS show a lower amount? Did my wage decrease?

My Step on eXPRS only shows the current step and the rate that corresponds to that step (refer to [Appendix A of the collective bargaining agreement](#)). To see the wage rate for a service that includes the differential, take these steps:

1. Log into eXPRS.
2. On the home screen, click **Find SPA** on the left-hand menu.
3. Enter search criteria to return the current Service Prior Authorization (SPA) you want to know the rate for.
4. Click **Find**.
5. Click the SPA ID hyperlink.
6. Click the **Rates** header near the bottom of the page.
7. See all the differentials that apply to the rate and the total amount.

What does a provider do if they disagree with the step they've been assigned?

Providers who disagree with where they've been placed on the steps scale can reach out to the SEIU Member Assistance Center at 1-844-503-7348 to file a complaint or grievance. They can also contact the OHCC's customer relations unit or submit a pay issue form on OHCC's website (please see the resources section below).

Resources

Oregon Home Care Commission Customer Relations Unit

Phone: 1-877-624-6080

Email: OHCC.CustomerRelations@odhsoha.oregon.gov

Customer Relations Request Form:

<https://www.oregon.gov/odhs/providers-partners/homecare-workforce/Pages/default.aspx>

SEIU Member Assistance Center

Phone: 1-844-503-7348

Email: contact@seiu503.org